



**Human Resources Enterprise
Customer Council Meeting**

**February 4, 2004
1:30-3:30
Grimes North Conference Room
Grimes Building**

- | | |
|---------------------------------|-------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 12-17-03 Minutes | Nancy Richardson |
| 3. Review Rate Package | Patti Allen |
| 4. Review Business Plan | Nancy Berggren |
| 5. Complaint Process | Nancy Richardson |
| 6. Future Meetings | Nancy Richardson |
| 7. Close and Adjourn | Nancy Richardson |